



BEACON Communications Agent Meeting
Nov. 29, 2006
10-11 a.m.

Brent Brafford – DJJDP
Rhonda Langston – Treasurer
Carol Schriber – DHHS
Marvin Mervin – AOC
Lindy Allen – DCR
Patty McQuillan – CCPS
Elaine Barnes – DOA
Chris Mears – OSA
Jane Phillips – Community Colleges
Diana Kees – DENR
Valerie Ford – DOA
Kris Knowler – DPI
Wayne Holliday – DOC
Tyler Jones – BEACON
Jill Denning – BEACON

Tami Luckwaldt – DOI
Carol Batker – Wildlife
Keith Acree - DOC
James Forte - OSA
Debbie Vogel – DHHS
Frank Rogers – DOR
Margaret Jordan – OSP
Cora Bright – DOT
Susan Wright – Lottery
Chet Mottershead – Commerce
Alan Sanders – DOJ
Ursula Hairson – OSBM
Teresa Pierotti – Agriculture
Tim Poppema – BEACON
Brittany Larson – BEACON

AGENDA ITEMS

I. Project Updates – All

Communications Agents were asked what has worked well in regards to communicating BEACON, what has not worked well, what difficulties anyone might have experienced, and any questions agents might have received that they have not been able to answer.

Responses included:

- Commerce: Edward Brodsky (BEACON) came to one of their meetings and gave a great presentation – the attendees found it very helpful.
- Treasurer: Sent e-mail to all senior staff asking how they wanted BEACON presented to their staff; only one has responded to date. Giving them until Dec. 15 to respond.
- DHHS: Concerned about giving out too much information too soon while details of the system are still being worked out. Don't want to make general employee population anxious. However, higher level staff and HR/payroll staff are aware of BEACON.

- DOJ: HR/Payroll staff very informed. Other employees will care more about the information as the date grows closer. Also, staff want to see a demonstration of the system. People are afraid of layoffs.

II. What is SAP – Tim Poppema

- Communications Agents were given an overview of SAP. SAP is currently used in many state governments and private businesses in more than 120 countries.
- More detail about SAP is available in the Toolkit #2 presentation.

III. Agency Rollout Schedule

- Group 1 agencies will roll out BEACON in January 2008; Group 2 agencies will go live in April 2008. The BEACON Communications Team has met with all Group 1 Communication Agents and plan to meet with Group 2 agents by the end of January.
- Messages about BEACON for Group 1 and 2 agencies will be the same; however, timing of information will be different in the later half of 2007 as Group 1 prepares for Go-Live, and Go-Live information will be directed at Group 1 agencies first.
- After the May 23 Communication Agents meeting, the BEACON team will probably split apart the Group 1 and 2 agencies for future meetings. Group 1 agencies will probably meet monthly until go-live and Group 2 agencies will begin meeting monthly closer to their go-live date.

IV. Communications Scorecard – Timothy Poppema

- The BEACON team recognized we were asking a lot from the Communications Agents and the scorecard has been revised accordingly. Agents can decide which communications methods work best for their agencies.
- Let us know which tools you are using to communicate BEACON and we will check the appropriate boxes – there is no need to use all of them if they are not effective in your agency. To report what you are doing, agents can use the form found on the password-protected section of the website or send an email to beacon.comm@ncosc.net.
- If you have questions about the scorecard or need us to make changes, send an email to beacon.comm@ncosc.net.

V. Next Steps – Tyler Jones

- The BEACON Team needs agents to:
 - Compile a listing of new agency-specific meetings and events for a 3-month period and send to the communications team
 - Download toolkit documentation from the password-protected section of the website
 - Communicate BEACON information to agency employees and SMEs
- What agents can expect from BEACON team:
 - Scheduling of in-person meetings for Group 2 agencies
 - Ongoing website updates/future website redesign

- Communications calendar outlining key messages and opportunities

Upcoming BST Communication Agent Meetings

- Wednesday, January 10, 10-11 a.m.
- Wednesday, February 28, 10-11 a.m.
- Wednesday, April 11, 10-11 a.m.
- Wednesday, May 23, 10-11 a.m.

BEACON HR/Payroll Project Change/Communications Team Contacts

- Tyler Jones – tyler.jones@ncosc.net, 919-431-6523
- Timothy Poppema – timothy.poppema@ncosc.net, 919-431-6524

BST COMMUNICATION AGENTS QUESTIONS AND ANSWERS

Are the messages the Communications Agents receive different from what the BST Sponsors and Leads are receiving? We want to make sure we are giving the same messages at our agency.

The messages are the same. Please coordinate with the other BST members of your agency who are working on the BEACON project to ensure that the messages going out to employees are coordinated.

The SMEs report there were several issues placed in the parking lot from the design sessions, and they have not heard the resolutions from those issues yet. When can they expect to hear back from the team?

The BEACON team will check on the status of those questions and let you know the results as soon as possible.